

## Patient information

### Critical Care Unit - Information for Relatives

#### Critical Care

We have designed this information leaflet to help answer questions you may have and to give some general information about our unit. If you have any queries or would like to know more, please do not hesitate to ask.

#### **What is the critical care unit**

The critical care unit (CCU) looks after patients who need close monitoring and specialist treatment than those patients cared for on a ward.

The critical care unit is located on the second floor. It is accessible via a lift from the main concourse of the hospital grounds. The lift takes you to the main reception. Pods A and B are to the right and Pods C and D are to your left as you come out of the double doors of the main waiting area.

We have 33 critical care beds. The unit is set out in four pods. Each pod has 10 single rooms. Namely pods A, B, C and D. We care for patients following emergencies, planned operations and we also have four enhanced surgical recovery beds in pod A (ESRA). These are for patients who require a higher level of observation, monitoring and interventions but do not require critical care/organ support. We encourage our patients who have had surgery to follow PROMOTE guidelines to support their recovery. Please ask the bedside nurse or doctor for more information and to explain the benefits.

**Promote link:** [https://www.liverpoolft.nhs.uk/download\\_file/12516/0](https://www.liverpoolft.nhs.uk/download_file/12516/0)

Our patients are cared for and managed by a multi-professional team who are dedicated to delivering safe, high-quality care. We're also here to help support families and loved ones with compassion and understanding, during what can be a very difficult time.

This CCU is staffed by about 240 qualified nurses and healthcare assistants. A trained nurse will look after your relative at all times. All our nursing staff wear uniforms according to their grade and a lanyard to highlight their role with their ID.

- Matron – Navy uniform with red trim
- Sisters and Charge nurses have Royal blue uniforms.
- Staff nurses have light blue uniforms
- Healthcare Assistants (HCA) have pale blue with white trim uniforms
- We have four practice educators who wear grey tunics with purple trim.
- We have three ward clerks who work in the unit.

## **Consultant medical staff**

Patients are under the care of a consultant specialising in anaesthesia and intensive care.

There are several such consultants at the Royal.

### **They are:**

Dr Alision Hall (Clinical lead)

Dr Maia Graham (Deputy Clinical lead)

Dr A Axon

Dr E Flocton

Dr P Hampshire

Dr A Iyer

Dr M Crews

Dr N Main

Dr J Walker

Dr S Rogers

Dr G Masterson

Dr L McCrossan

Dr L Poole

Dr N Gilbert-Kawai

Dr V Packham

Dr L Khoo

Dr V Sankar

Dr T Syrratt

Dr T Coleman

Dr M Lavery

Dr I Welters

The unit is also staffed by resident doctors specialising in critical care and visited by consultants from other specialities as necessary.

The training of health professionals is essential to the continuation of the health service and improving the quality of care. Your relative's treatment may provide an important opportunity for such training, where necessary under the careful supervision of a senior doctor.

This training is undertaken during everyday practice in the CCU.

However, you may refuse any involvement in a formal training programme without this adversely affecting your relative's care and treatment. Formal consultant intensivist ward round takes place twice daily at 9am and at 4.30pm. During this ward round, doctors and nurses discuss the patients' progress and care, examine the patients, decide on further treatment, and make a plan for the rest of the day. This ward round includes input from other specialist consultants, including microbiologists who specifically advise on infections.

## **The allocated nurse**

On CCU each level three patient generally has their own nurse over a three-shift pattern. Level two patients have one nurse looking after two patients. One nurse will care for four ESRA patients. To improve quality of patient care, we aim, where possible, for the same group of nurses to care for your relative. The nurses will try to form close relationships with you, enabling us to all work together and keep the lines of communication open.

We understand having a relative in critical care can be a very anxious time and we are here to support you too. Please do not hesitate to discuss any problems or worries with your relative's allocated nurse, Nurse coordinators or Matron.

We also have CCU psychologist who offers patients, and their families support with the psychological impact of their critical illness and critical care admission.

## **Seeing your relative**

Your relative will be attached to monitoring equipment. Your relative may require assistance with breathing and could be attached to a ventilator (breathing machine).

Often, they will have tubes and drips and there will be fluid pumps around the bedspace. Please do not be frightened by the equipment and strange noises, the nurses are trained to look after all the equipment and will answer any queries.

Although your relative will look different and will probably be sedated with drugs to tolerate the machinery, do remember they still need to hear familiar voices and need to be touched! So let your relative know you are there by chatting to them and reassuring them by holding their hand. We encourage this. Although we realise it may be difficult at first, we will do everything to help you.

Please do not feel that because your loved one is on the CCU, you cannot touch or hold them.

The nurse at the bedside will help you if you need to hold or kiss your relative. You can hold your loved one's hand and we encourage you to talk and read to them. You can even bring favourite tapes in for them to listen to.

If appropriate, you may wish to help with your loved one's care: for example, help to wash them. Please ask the nurse at the bedside if you feel you wish to be more active in their care.

We keep a diary for our level three patients and encourage you to write in this too. Please ask the nurse looking after your relative for more information about this.

## **Infection**

Patients who are ill are more susceptible to infection so we ask that if you are suffering from a heavy cold or an infection, it may be better if you avoid coming into contact with the patient. You may also be asked to wear gloves and aprons if appropriate. Always gel your hands on entering the unit.

## **Patient's belongings**

We advise that all belongings other than toiletries be taken home to prevent loss or damage. We encourage patients following their operation to wear their own clothes / pyjamas. We will advise on bringing in any other belongings for longer-term patients as necessary.

Unfortunately, flowers are not allowed on the unit as the water could become an infection risk.

## **Visiting**

The visiting times on the unit are 1pm-3pm and 6pm to 8pm. We do try to enforce a 'Quiet time' between 4pm and 6pm when we discourage visiting, to let the patients have a rest.

Young children are allowed to visit their parents in the unit, but may we suggest that you discuss this with the nurse looking after your relative at the earliest possible opportunity to prevent any unnecessary distress.

We apologise for any delay you may encounter before being allowed to see your relative. This is usually due to your relative being given some specific treatment or care.

We appreciate that it can be frustrating waiting, but patient care is always our priority, and we aim to keep these waiting times to a minimum.

Please use the buzzer or the reception staff by the main reception to contact staff before entering the unit-someone will speak to you and let you in.

**Please do not enter without permission.**

## **Enquiries**

If there are enquiries from many different people e.g. large families, we usually ask that a spokesperson is nominated to enquire on behalf of the family. This prevents the bedside nurse from leaving your relative too often to answer enquiries.

We strive to keep you well informed of your relative's condition and are willing to talk to you about the treatment and equipment if you wish to know about it.

Please be aware we are limited to what we can discuss over the telephone and will only be able to give basic information due to confidentiality. We will set up a password with you to ensure we are communicating with the NOK.

The doctors are also available to talk to you and to explain anything you wish to know about your relative's treatment.

Whilst on CCU a patient's condition/needs vary from day to day, therefore our doctors try to interview patients' relatives on regular basis.

It must not be assumed that because a doctor request to speak to you that it is to give bad news!

During your relative's stay in the CCU it is likely that the doctors will wish to speak with you on a number of occasions. The purpose of these discussions are:

- Obtaining or giving information regarding your loved one.
- Progress in the CCU
- Keeping you informed of certain procedures or research
- To give you opportunity to ask us questions that you may feel you need to ask.

The large majority of our patients go from the CCU to the ward before getting discharged home. If at any time you wish to ask any question, please contact the nurse who is looking after your loved one or the nurse-in-charge.

**The hospital's telephone number is Tel: 0151 706 2000**

**Text phone number: 18001 0151 706 2000**

**The direct numbers to CCU four pods are:**

**Pod A: 0151 706 2386 and 0151 706 2382**

**Pod B: 0151 706 2888 and 0151 706 2889**

**Pod C: 0151 706 2400 and 0151 706 2402**

**Pod D: 0151 706 2405 and 0151 706 2414**

**ESRA: 0151 706 2386**

**Ward Clerk: 0151 706 2401**

### **Physiotherapy**

Our patients are seen daily by physiotherapist for respiratory care and when/if ready will commence rehabilitation and sit out in the chair.

### **Research**

The unit is actively involved in both medical and nursing research to improve current practices. You will be fully informed of any research which is carried out in the unit and will be given a patient/relative information sheet about the study. You are under no obligation to say yes to any such trial, and the care of your relative will remain the same whether or not you agree.

### **Social work support**

If you feel you require help from social worker or information regarding Social Services, please ask the nurse looking after your relative to contact the Social Worker Department.

### **Religious Support**

There are representatives of all religions to support you at any time. Please see the nurse looking after your relative. The chapel/multifaith room is located on the lower ground floor of the hospital concourse. Your own priest/Vicar/Rabbi or religious leader is also welcome to help support you and your relative.

### **Interpreters**

The hospital has the services of a number of language interpreters. Please ask if you feel a member of your family would benefit from their services.

### **Nursing and medical records**

We wish to assure you that we plan care for our patients on an individualised basis and in order to do this we need to know details about allergies, previous health problems and social circumstances. As your relative may not be able to tell us these things we would be grateful if you would give us the relevant information.

### **Data collection**

Patients admitted to the CCU have data collected for ICNARC (intensive care National Audit and Research centre). This is a national requirement, and all data is anonymous.

### **Electrical appliances**

To comply with hospital policy, kettles and other appliances must not be used on the premises. All electrical items brought for patient or personal use must be checked by the hospital electrician before being used.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

**If you need any further information please contact the Unit via switchboard or via the pod number**

**Tel: 0151 706 2000**

**The direct numbers to CCU four pods are:**

**Pod A:**

**Tel: 0151 706 2386 and 0151 706 2382**

**Pod B:**

**Tel: 0151 706 2888 and 0151 706 2889**

**Pod C:**

**Tel: 0151 706 2400 and 0151 706 2402**

**Pod D:**

**Tel: 0151 706 2405 and 0151 706 2414**

**Ward clerk:**

**Tel 0151 706 2401**

**Text phone number: 18001 0151 706 2401**

**Matron**

**Tel: 0151 706 2407 or Bleep 4238**

**Text phone number: 18001 0151 706 2000 Ext 4221**

**Author: Critical Care**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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